



POSITION PROFILE

Client Organization:	RYCOM Corporation
Position Title:	Cabling Infrastructure Specialist
Reports to:	Director, SMART Solutions
Location:	Vaughan, ON

RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties, and portfolios for over 20 years. The **RYCOM** team develops, delivers, and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, **RYCOM** simplifies technology for clients so they can focus on their core business while achieving operational, environmental, and measurable results.

Reasons to Join RYCOM

- A team driven by passion and a culture where people make a difference because we believe that every voice counts
- An entrepreneurial environment
- Opportunity to learn different parts of the business
- Employee Health and Wellness Program and onsite gym facility
- Team fundraisers
- Comprehensive benefits program
- RRSP matching
- Employee training and development programs
- Compensation based on experience
- 3 weeks paid vacation to start

The Telecommunications Infrastructure Specialist is responsible for supporting the RYCOM Professional Services business unit. This individual will be customer focused, with the ability to determine and address customer expectations, needs and problems. Reporting to the Director of SMART Solutions, the candidate must be able to manage multiple business priorities, be a strategic thinker, build internal and external relationships, possess strong conflict management and negotiation skills, demonstrate strong communication skills and have an attention to detail.

RESPONSIBILITIES:

Job Estimation

- Prepare work to be estimated by gathering proposals, blueprints, specifications, and related documents.
- Identify labour, material, and time requirements by reviewing proposals, blueprints, specifications, and related documents.
- Engage directly with the customer / end user on site to perform surveys and if the situation calls for it, give options on possible structured cabling solutions.
- Use RYCOM's estimation tools to compute costs by analyzing labor, material, expenses and time requirements including the uses of RYCOM's ERP/CRM software (PROMYS) to create and keep up to date Opportunities and Quotes.
- Present prepared estimates in a "Bid Review" by assembling and displaying numerical and descriptive information to management for margining and profitability decisions.
- Write up detailed Customer Proposals including all sell pricing, inclusions, exclusions, Scope of Work and any and all break outs as required by RYCOM or the customer.

Site Reviews

- Review \provider / contractor Scopes of Work (SOW) along with their associated field drawings to prepare for site review meetings as per RYCOM's standards.
- Perform pre-installation and post installation site reviews of projects and create reports that will be submitted to the site and service provider.
- Lead meetings on site with service providers, their contractors, and/or representatives of the landlord.
- Perform Post Installation Site Reviews at which time a Service Provider drawing, and scope of work must be compared to work completed on site.

Job Lead

- Manage timelines, costing, deliverables for cabling infrastructure projects of various sizes and types including Distributed Antenna System (DAS), Base Building Network (BBN) installations, and client cable installations or solutions varying in size and scope of work.
- Provide technician oversight for both RYCOM technicians and third party contractors to ensure that personnel are following all safety guidelines and recommendations specific to the project that they are working on.
- Maintain detailed project notes including as-built drawings, test results, certification information, labeling / administration, and close-out photos.
- Organize and track project hurdles and milestones following conference calls or site meetings. Ensure that project escalations occur as needed should project delivery dates be exceeded or project costing exceed the original quotation.
- Maintains technical knowledge by attending educational workshops, reviewing technical publications.

REQUIREMENTS

- 3-5 years of as a senior Field Technician with at least 1 year of senior job lead experience.
- Understanding of structured cabling (Both Copper and Fibre) designs, standards and solutions required.
- Understanding of Service Provider infrastructure pertaining to commercial and retail properties.
- The ability to manage time and prioritize tasks required.
- Microsoft Excel & Microsoft Word experience required.
- Bluebeam Review, Microsoft Visio & CAD experience would be beneficial.
- Ability to touch-type would be beneficial.
- Detailed analysis and reporting required.
- Experience and comfort interfacing with the customer / end user required.
- Effective oral and written communication, interpersonal, leadership, customer service, analytical, problem-solving, and organizational skills.
- Self-starter with the ability to work both independently and within a team environment.
- Proven pro-active work style and ability to maintain accuracy and attention to detail.
- Ability to prioritize and work effectively under pressure to meet deadlines while dealing with multiple requests.
- Demonstrate initiative and strong problem-solving skills.
- Ability to work with other departments to ensure smooth delivery of customer deliverables.
- Ability to travel as required based on business needs.

VACCINATION POLICY

The health and safety of our employees is a RYCOM priority. Candidates are required to be fully vaccinated. Medical exemptions may be accommodated upon request.

COVID-19 PRECAUTIONS:

- Personal protective equipment provided or required
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, and cleaning procedures in place

RYCOM welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.